IN THE CLAIMS

1-20.   (Canceled)

21.   (Currently Amended) ~~A method as defined in claim 20,~~ In a computer system, a method for configuring a utility device to perform a service at a service environment, wherein the service performed by the utility device comprises application of a chemical solution to articles, the chemical solution being formed by combining a rinse agent and a chemical product in a solution tank, the method comprising:

providing a graphical user interface through which a field service person inputs one or more parameters associated with the service environment;

receiving through the graphical user interface a first parameter relating to a soil level on the articles;

receiving through the graphical user interface a second parameter relating to a specific type of water used to form the rinse agent;

receiving through the graphical user interface a third parameter identifying the chemical product.

analyzing the one or more parameters to determine operational settings for use by the utility device in performing the service, wherein the analyzing act comprises evaluating the first parameter, the second parameter and the third parameter to determine a conductivity setpoint for the chemical solution, wherein the conductivity setpoint is one of the set of operational settings and wherein the conductivity setpoint defines a target percent concentration of the chemical product within the chemical solution;

receiving through the graphical user interface an indication to activate the utility device to perform the service at the service environment; and

in response to the indication, controlling operation of the utility device based on the operational settings determined by the analyzing act, wherein the controlling act comprises:

detecting a current conductivity of the chemical solution in the solution tank; and

dispensing a predetermined amount of the chemical product to the solution tank in response to the current conductivity falling below the conductivity setpoint, wherein the predetermined amount of the chemical product is an

2

operational setting determined by analyzing the first parameter, the second parameter and the third parameter against a data structure mapping the operational settings to a plurality of parameter groupings, wherein the first parameter, the second parameter and the third parameter form one of the plurality of parameter groupings.

22.   (Original) A method as defined in claim 21, wherein the utility device is a warewash machine.

23.   (Original) A method as defined in claim 21, further comprising:

displaying on the graphical user interface the conductivity setpoint determined by the evaluating act; and

presenting on the graphical user interface an electronic selection screen comprising an interface element for modifying the conductivity setpoint.

24.   (Original) A method as defined in claim 23, wherein the controlling act further comprises:

in response to modification of the conductivity setpoint via the interface element, controlling operation of the utility device based on the modified conductivity setpoint.

25.   (Currently Amended) A method as defined in claim ~~16~~ 21, wherein the graphical user interface is presented to the field service person on a display device coupled to computer system.

26.   (Currently Amended) A method as defined in claim ~~16~~ 21, wherein the graphical user interface is presented to the field service person on a display device coupled to a client computer communicatively connected to the computer system.

27.   (Currently Amended) A method as defined in claim ~~16~~ 21, wherein the service comprises performance of a process using a combination of a chemical product and water, the method further comprising:

defining a plurality of candidate chemical products that may be used in the performance of the process at the service environment;

determining a hardness level associated with the water; and

analyzing the hardness level against each of the plurality of candidate chemical products to select therefrom the chemical product, wherein the selected chemical product is one of the one

3

or more parameters input by the field service person through the graphical user interface.

28. (Currently Amended) ~~A method as defined in claim 27, further comprising:~~ In a computer system, a method for configuring a utility device to perform a service at a service environment, wherein the service comprises performance of a process using a combination of a chemical product and water, the method comprising:

providing a graphical user interface through which a field service person inputs one or more parameters associated with the service environment;

analyzing the one or more parameters to determine operational settings for use by the utility device in performing the service;

defining a plurality of candidate chemical products that may be used in the performance of the process at the service environment;

determining a hardness level associated with the water; and

analyzing the hardness level against each of the plurality of candidate chemical products to select therefrom the chemical product, wherein the selected chemical product is one of the one or more parameters input by the field service person through the graphical user interface;

evaluating a specified consideration to render therefrom a first parameter value indicative of results derived from examination of the specified consideration, wherein the analyzing act analyzes both the hardness level and the first parameter value against each of the plurality of candidate chemical products to administer the selection of the chemical product;

receiving through the graphical user interface an indication to activate the utility device to perform the service at the service environment; and

in response to the indication, controlling operation of the utility device based on the operational settings determined by the analyzing act.

29. (Original) A method as defined in claim 28, wherein the first parameter value relates to an average level of soil that will be washed from articles by the utility device as a result of performance of the process.

30. (Original) A method as defined in claim 29, wherein the utility device is a warewash machine.

31. (Original) A method as defined in claim 29, wherein the utility device is a laundry machine.

4

32.   (Currently Amended) A computer program product readable by a computer system and tangibly embodying a program of instructions executable by the computer system to perform the method of claim ~~27~~ 28.

33.   (Currently Amended) A computer program product readable by a computer system and tangibly embodying a program of instructions executable by the computer system to perform the method of claim ~~16~~ 21.

34-43 (Canceled)

44.   (Currently Amended) ~~A method as defined in claim 43,~~ A computer-implemented method for configuring a utility device to perform a service at a service environment, wherein the service performed by the utility device comprises application of a chemical solution to articles, the chemical solution being formed by combining a rinse agent and a chemical product in a solution tank, the method comprising:

providing a graphical user interface through which a field service person inputs one or more parameters associated with the service environment;

receiving through the graphical user interface a first parameter relating to a soil level on the articles;

receiving through the graphical user interface a second parameter relating to a specific type of water used to form the rinse agent; and

receiving through the graphical user interface a third parameter identifying the chemical product;

analyzing the one or more parameters to determine a set of operational settings for use by the utility device in performing the service, wherein the analyzing act comprises:

evaluating the first parameter, the second parameter and the third parameter to determine a conductivity setpoint for the chemical solution, wherein the conductivity setpoint is one of the set of operational settings and wherein the conductivity setpoint defines a target percent concentration of the chemical product within the chemical solution;

saving the set of operational settings to memory for use in controlling operation of the utility device during performance of the service;

receiving through the graphical user interface an indication to activate the utility device to

5

perform the service at the service environment;

in response to the indication, controlling operation of the utility device based on the set of operational settings saved to memory, wherein the controlling act comprises:

detecting a current conductivity of the chemical solution in the solution tank; and

dispensing a predetermined amount of the chemical product to the solution tank in response to the current conductivity falling below the conductivity setpoint, wherein the predetermined amount of the chemical product is an operational setting determined by analyzing the first parameter, the second parameter and the third parameter against a data structure mapping each of the set of operational settings to a plurality of parameter groupings, wherein the first parameter, the second parameter and the third parameter form one of the plurality of parameter groupings;

displaying on the graphical user interface the set of operational settings determined by the analyzing act;

presenting on the graphical user interface an electronic selection screen comprising an interface element for modifying at least one of the set of operational settings; and

in response to modification of an operational setting, updating the set of operational settings to include the modified operational setting.

45.   (Currently Amended) A method as defined in claim 4̶3̶ 44, wherein the utility device is a warewash machine.

46.   (Currently Amended) A̶ ̶m̶e̶t̶h̶o̶d̶ ̶a̶s̶ ̶d̶e̶f̶i̶n̶e̶d̶ ̶i̶n̶ ̶c̶l̶a̶i̶m̶ ̶4̶3̶, A computer-implemented method for configuring a utility device to perform a service at a service environment, wherein the service performed by the utility device comprises application of a chemical solution to articles, the chemical solution being formed by combining a rinse agent and a chemical product in a solution tank, the method comprising:

providing a graphical user interface through which a field service person inputs one or more parameters associated with the service environment;

receiving through the graphical user interface a first parameter relating to a soil level on the articles;

6

receiving through the graphical user interface a second parameter relating to a specific type of water used to form the rinse agent; and

receiving through the graphical user interface a third parameter identifying the chemical product;

analyzing the one or more parameters to determine a set of operational settings for use by the utility device in performing the service, wherein the analyzing act comprises:

evaluating the first parameter, the second parameter and the third parameter to determine a conductivity setpoint for the chemical solution, , wherein the conductivity setpoint is one of the set of operational settings and wherein the conductivity setpoint defines a target percent concentration of the chemical product within the chemical solution;

saving the set of operational settings to memory for use in controlling operation of the utility device during performance of the service;

receiving through the graphical user interface an indication to activate the utility device to perform the service at the service environment;

in response to the indication, controlling operation of the utility device based on the set of operational settings saved to memory, wherein the controlling act comprises:

detecting a current conductivity of the chemical solution in the solution tank; and

dispensing a predetermined amount of the chemical product to the solution tank in response to the current conductivity falling below the conductivity setpoint;

displaying on the graphical user interface the set of operational settings determined by the analyzing act;

presenting on the graphical user interface an electronic selection screen comprising an interface element for modifying at least one of the set of operational settings, wherein the conductivity setpoint is displayed by the displaying act on the graphical user interface and the interface element is operable to modify the conductivity setpoint; and

in response to modification of an operational setting, updating the set of operational settings to include the modified operational setting, wherein the updating act comprising

7

comprises:

in response to modification of the conductivity setpoint via the interface element,

updating the set of operational settings to include the modified conductivity setpoint.

47.   (Original) A method as defined in claim 46, wherein the controlling act further

comprises:

controlling operation of the utility device based on the modified conductivity setpoint.

48.   (Currently Amended) ~~A method as defined in claim 40, further comprising:~~ A computer-implemented method for configuring a utility device to perform a service at a service environment, the method comprising:

providing a graphical user interface through which a field service person inputs one or more parameters associated with the service environment;

analyzing the one or more parameters to determine a set of operational settings for use by the utility device in performing the service, wherein the analyzing act comprises:

determining a conductivity offset relating to an inherent conductivity of

the rinse agent; and

utilizing the conductivity offset to determine a total dissolved solids

parameter for the chemical solution, wherein the displaying act displays the total

dissolved solids parameter on the graphical user interface in conjunction with one

or more operational settings related to a rinse cycle performed by the utility device

to apply a rinse agent to articles during the service;

saving the set of operational settings to memory for use in controlling operation of the utility device during performance of the service;

displaying on the graphical user interface the set of operational settings determined by the analyzing act;

presenting on the graphical user interface an electronic selection screen comprising an interface element for modifying at least one of the set of operational settings; and

in response to modification of an operational setting, updating the set of operational settings to include the modified operational setting.

49.   (Original) A method as defined in claim 48, wherein the interface element is

operable to modify the at least one of the one or more operational settings related to the rinse

8

cycle.

50. (Original) A method as defined in claim 49 wherein the utility device is a warewash machine.

51. (Currently Amended) A computer program product readable by a computer system and tangibly embodying a program of instructions executable by the computer system to perform the method of claim 4̶0̶ 48.

52. (Original) A computer program product as defined in claim 51, wherein the computer program product is a communications medium.

53-67. (Canceled).